

Job Description

1 Job details

Job title:	Human Resources and Training Assistant
Directorate:	Resources
Team:	HR
Post number:	TBC
Hours per week:	Up to 37
Grade:	Band 4
Base:	Lymington Town Hall
Accountable to:	HR and Organisational Development Manager
Responsible for:	N / A
Budget Responsible Officer (BRO):	No
Car user:	Casual
Politically restricted:	No
Disclosure and Barring Service (DBS) check required? (Identified via this online tool – Find out which DBS check is right for your employee - GOV.UK)	No
Membership of professional body required:	Desirable – Membership of the Chartered Institute of Personnel & Development (CIPD)
Key liaisons: New Forest National Park Authority (NPA) staff, New Forest District Council (NFDC) HR and Payroll teams, other National Park Authorities, external recruitment agencies and external training providers, members of the public.	

2 Role summary

- 2.1 To provide a comprehensive Human Resources (HR), recruitment and training support service to the HR and Organisational Development Manager, managers and staff, acting as the first point of contact for HR enquiries.
- 2.2 To lead on recruitment activity within the NPA.
- 2.3 To operate and further develop HR systems, files and reporting mechanisms for the NPA.

3 Main duties and responsibilities

- 3.1 Be the first point of contact for HR, recruitment and training enquiries, using initiative and judgment to provide guidance and resolve routine issues, referring more complex issues to the HR Manager as appropriate.
- 3.2 Manage the end-to-end recruitment process, informing the HR Manager of all recruitment activity. This includes supporting managers at each stage with:
 - Assisting with writing adverts and uploading to the website
 - Agreeing advertising methods and timelines

- Assisting in writing interview questions and designing assessment tasks
 - Booking rooms and resources
 - Participating in interviews where required
 - Liaising with external advertising agencies
 - Communicating with candidates throughout the recruitment process.
- 3.3 Monitor recruitment activity, produce reports, and track key recruitment metrics.
 - 3.4 Prepare recruitment and onboarding documentation, including offers and contracts (for HR Manager approval), references, right-to-work checks, Disclosure and Barring Service (DBS) checks where applicable. Deliver corporate induction sessions for new starters.
 - 3.5 Co-ordinate employee lifecycle processes, including onboarding, changes to terms and conditions, and leavers. Ensure HR and Payroll systems are updated accurately, payroll information is provided in a timely manner, and the appropriate letters are prepared for the HR Manager's approval.
 - 3.6 Maintain accurate HR records and systems, including the HR SharePoint site and HR databases, ensuring compliance with data protection requirements.
 - 3.7 Support staff and managers with training and development administration, including sourcing providers, co-ordinating bookings, negotiating course fees, maintaining training records, administering evaluation processes, and monitoring mandatory training compliance.
 - 3.8 Support the administration of performance management processes, including appraisals and probation reviews.
 - 3.9 Work collaboratively with external HR and Payroll providers to ensure accurate and timely HR administration.
 - 3.10 Assist the HR Manager with HR communications, intranet content, and employee engagement initiatives, including wellbeing activities.
 - 3.11 Work with the South Downs NPA HR team to further develop the internal e-learning system, ensuring effective usage and providing support to managers and staff where required.
 - 3.12 Undertake other duties commensurate with the role.

4 Problem solving

- 4.1 Deliver a high standard of customer care and professional HR support within agreed timescales.
- 4.2 Manage multiple and sometimes conflicting priorities, requiring effective planning and organisation of a fluctuating workload.
- 4.3 Resolve routine HR, recruitment and training administration issues independently wherever possible. This requires interpreting policies and applying adaptive thinking.
- 4.4 Escalate more complex or sensitive issues appropriately to the HR Manager.
- 4.5 Maintain up-to-date knowledge of new procedures and practices within the area of work.

5 Decision making

- 5.1 Make day-to-day decisions regarding the prioritisation of own workload and support the co-ordination of HR administration activities to meet team requirements. Some decisions will impact other teams (e.g. recruitment timelines).

5.2 In the line manager's absence, decisions outside of own knowledge area should be referred to other managers.

5.3 Exercise initiative within established policies and procedures.

6 Operational responsibility

6.1 Not directly responsible for line management, but will oversee or co-ordinate work undertaken by HR administration staff.

6.2 Promote high professional and ethical HR standards, supporting inclusivity and a positive working culture.

6.3 Identify and suggest improvements to HR policies, procedures and systems to support continuous improvement.

6.4 Support equality, diversity and inclusion initiatives and ensure HR processes are applied fairly and consistently.

6.5 Significant access to sensitive and confidential information requiring discretion and handling in accordance with data protection requirements.

7 Communication

7.1 Communicate inclusively and effectively across the NPA to a wide range of staff and managers and liaise externally to meet the needs of the role.

7.2 Discussion and communicating on routine matters requiring some interpretation, receiving and giving information to those not entirely familiar with HR issues, requiring understanding of policies and procedures – this will be moderately complex.

7.3 Approximately 25% of the role involves external engagement (e.g. job applicants, service providers, NFDC, other NPAs, members of the public), with the remaining 75% focused on internal communication and support.

8 Working conditions

8.1 Work primarily from an office base with some home working.

8.2 Occasional travel for meetings, training and events.

9 General

9.1 Carry out responsibilities with due regard to NPA policies and procedures.

9.2 All staff have a responsibility to participate in the NPA Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.

10 Job description agreement

10.1 The above Job Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder's
signature:** _____

Date _____

**Manager's
signature:** _____

Date _____

Person Specification

Human Resources and Training Assistant

Criteria	Essential	Desirable	Assessed by
Education / qualifications			
Good general education to GCSE level (or equivalent) or relevant experience	Y		A
CIPD Level 3 qualification, working towards CIPD qualification, or CIPD membership		Y	A
Experience			
Experience of HR administration and recruitment support in an office environment	Y		A / I / T
Experience of working effectively as part of a team	Y		A / I
Knowledge			
Understanding of recruitment, HR administration, and employee lifecycle processes	Y		A / I / T
Good knowledge of employment law principles relevant to HR administration	Y		A / I
Understanding of confidentiality, data protection, and handling sensitive information	Y		A / I
Proficient in Microsoft Office and HR/Payroll systems, with ability to learn new systems	Y		A / I
Skills			
Strong written and verbal communication skills to communicate professionally with internal and external stakeholders	Y		A / I
Good organisational skills with ability to manage competing priorities and deadlines	Y		A / I
Ability to work independently and resolve routine HR issues using initiative	Y		A / I / T
Strong customer service skills with a professional, inclusive and responsive approach	Y		A / I
High attention to detail and accuracy	Y		A / T
Impact and attributes			
Ability to effectively manage a varied workload of reactive HR support and planned activity	Y		A / I
Ability to present a professional and positive image as the first point of contact for the HR team	Y		A / I
Commitment to inclusive HR practice and equitable opportunities	Y		A / I
Awareness of working in a political/public-sector environment		Y	A / I

Evidence assessed by key: A – Application form, I – Interview, T – Testing / assessment